Notes

Desktop CoIN Discussion

Date: August 31, 2006
Time: 9:30 am to 10:20 am
Location: Commonwealth Auditorium, 4th Floor,
Richmond Plaza Building
110 South 7th St.
Richmond, Virginia 23219

Meeting called by:	Service Delivery Management (SDM) Task Force
Attendance (41):	Allgeier, Jerry; Andrews, Joe; Barnett, Keith; Beach, Jan; Bonner, Bill; Brown, Vernard; Curtis, Mike; Dale, Samuel; Downing, Jay; Eadie, Greg; Eaton, Chris; Espinal, Carlos; Garnett, Judy; Gibbons, Jim; Grieger, Jeff; Hollomon, Tonya; Hubbartt, Mona; Hucks, Terry; Klino, Roy; Lawrence, Carol; Marchand, Cory; Moore, Pat; Nelson, Beth; Peerman, Mark; Perkins, Eric; Piatt, John; Radabaugh, Steve; Rains, Teresa; Robinson, Blaine; Rosen, Jim; Rothwell, Norman; Rudloff, Susan; Schlicher, Bob; Simering, Bill; Stevens, Trey; Venable, Jesse; Weast, Steve; Wesse, Paul; White, Albert; Wilson, Alan; Wood, Ricky

Advanced Presentations Posted: http://www.vita.virginia.gov

Key Discussion Points:

Hardware RFP

• **Hardware RFP – Release Delayed/Northrop Grumman Corporate RFP**

Application Packaging Detail

• **Application Packaging Detail – Current State/OEM**

• **Application Packaging Detail – Future State-Transformation**

• **Application Packaging Detail - Benefits**

• **Application Packaging Detail – Image Core Apps**

• **Application Packaging Detail – Applications We Will Package/Desktop Applications We Will Not Package**

• **Application Packaging Detail – Packaging Standards**

• **Application Packaging Detail – Install Standards**

• **Application Packaging Detail – MSI Template**

• **Application Packaging Detail – What Information Do We Need?**

 70% Surveys Received

• **Application Packaging Detail – Needed Information/Application Surveys**

• **Application Packaging Detail**

• **Agenda**

• **Overview of NG IT Transformation Solution**

- **Total Contact Ownership**
- **Industry Cost Per Incident Model**
- **Integrated Support Model**
- **Service Management Product Set – Three Main Product Sets:**

  Peregrine Service Center; HP OpenView Suite; Altiris Product Suites
- **Peregrine Service Center Overview**
- **Peregrine Integration**
- **Peregrine Solution**
- **High Level Enterprise Help Desk Schedule**
- **Questions? Comments?**

Issues/Questions:

1. When do we see this starting? I think this is difficult to do from a central location.

Summary Answer – Application packaging has already begun. As far as during transformation, the applications will be loaded from a configuration center.

2. Are we going to be able to modify software?

Summary Answer – If the software is going to more than 10 users we would want to do a package. For maintenance we are still in the process of defining those responsibilities and requirements.

3. For Realplayer 10.   Is there a real need for that software?

Summary Answer – There were a number of agencies that listed that software as a need.

Action List:

- **Please email: VitaDesktopComputing@ngc.com if you have any questions, comments or comments.**
- **For Application Packaging please email: VITASoftwareDistribution@ngc.com**
- **Future topics you'd like discussed?**
- **Next meeting: September 28, 2006 9:30 am – 11:30 am**